

2007 Award Recipients

OUTSTANDING LOCAL JSEC CHAIR

The recipient of this award is a Local JSEC Chairperson who has contributed over and above the normal expectations for this position.

Nominees – Kris Carlson, Flathead; and Kathy Jo Opperud-Escro, Billings

Recipient - Kris Carlson, Chair, Flathead JSEC

It is our great privilege to nominate Kris Carlson, owner of A Plus Health Care, Inc., for the Outstanding Local JSEC Chair. Ms. Carlson has chaired the Flathead's Job Service Employers' Committee for three years and has gone far beyond the task of being a committee chair. Kris has demonstrated leadership, initiative and creativity in fulfilling this mission both in her role as chair and her presence in the community.

Leadership: Kris walks her talk. She avidly supports the monthly Brown Bag series which provides current information on relevant topics to employers. She supports this ongoing effort by participating or sending her own staff to increase capacity in her business. She continually promotes the educational work of the Business Advocates by referring other businesses, both in the Flathead and her many other locations throughout Montana, to our services. She has placed over 100 job orders at competitive wages with offices statewide since her involvement with JSEC. When Advocates were considering adding the weekly Building Blocks series on basic employment law and practices, Kris offered ideas, encouragement and participation. With Kris at the helm, JSEC has offered highly successful seminars each fall and spring to the business community. Kris is always available to give perspective when needed and frequently takes time after a meeting or seminar to visit with staff for evaluation. Under her leadership the JSEC made funds available to upgrade the Employer Resource Library.

Initiative: During her JSEC chair tenure, Kris has requested and overseen a growth in the diversity of membership and increased development of educational opportunities for businesses. Since these educational events have been highly successful financially, Kris has promoted expanding the use of JSEC funds to enhance business services in the community and give visibility to JSEC. To this end, the Flathead JSEC was instrumental this year in bringing nationally recognized speaker Rebecca Ryan to the Flathead with her provocative event on attracting next generation talent. As always, Kris took this to the next level by participating in local workforce enhancement and encouraging JSEC involvement in the business and education initiative. This initiative resulted in a complete revamping of the secondary school curriculum in the Kalispell school district to identify and develop universal skills and weave them through career cluster

paths the students elect. Kris was also a driving force in JSEC support of the Flathead Young Professionals, a group of next generation talent dedicated to making the Flathead a “community of choice.” This support made it possible for six Flathead Young Professionals to attend their national conference, demonstrating the national scope and forward thinking focus of the Flathead JSEC under Kris’s direction. The Flathead JSEC is now a strong partner with our future business leaders.

Creativity: Anyone who meets Kris is struck by her professional savvy and desire to learn and creatively problem solve on a variety of issues. As an employer she is alert and conscientious to business and workforce trends, often taking the lead in developing resources or training to meet an emerging need. For example, she was instrumental in developing health care curriculum for Flathead Valley Community College to address labor shortages in that field. The steady growth of her business statewide and its increase in scope of services underscores her skill in reading trends and proactively adapting methodology to stay viable in a challenging business climate. Kris often acts as a spokesperson for her industry and for employers statewide. In these roles she never hesitates to encourage support of JSEC and Job Service.

How is the state and community a better place because of what she has done? Finally, Kris is about community. Despite being a business owner with many statewide branches as well as an active spouse and parent, Kris consistently rises to share her time and talents when called upon. Her calm and clear vision frequently guides the groups she aligns with, including JSEC, to find workable solutions which move our community and our state forward. We are richer for having Kris Carlson in our community both as a business owner, a partner and a friend. We believe she is the top pick for Outstanding Local JSEC Chair.

OUTSTANDING LOCAL JSEC COMMITTEE

The Local JSEC Committee who will receive this award embodies a willingness to strengthen the Local Committee and the Job Service. The JSEC must serve and build vital partnerships with employers and the community in addition to participating in activities and local events.

Nominees – Billings JSEC, and Great Falls JSEC

Recipient - Billings Job Service Employers Committee

Strengthening the Local Committee:

- The Committee Membership has 34 very active members who participate in the committee’s projects.

- The JSEC Members have been extremely active in participating in the many projects of the JSEC including Jobs Jamboree, Incumbent Worker Training on Customer Service, two \$1,000.00 plus three \$500.00 Scholarships for Career Center Students, total = \$3,500.00 and Workforce & Incumbent Worker Seminars.
- The JSEC Members covers a broad spectrum of the local business community: Elected official, Utility, County Department, News Media – Newspaper and Television, Educational and Training, Service Sector, Refinery, Retail, Wholesale, Transportation, Insurance, Non-Profit Agency, University System

Strengthening the Job Service:

- The JSEC is the major sponsor of the Annual Jobs Jamboree which this year had 85 businesses and over 550 job seekers in attendance. The Jamboree filled the entire Holiday Inn Grand Montana Convention Center with booths, seminars and a fashion show for proper dress for interviewing and employment in addition three other industry/employer specific job fairs.
- Incumbent Worker Training in Customer Service was a focus of the JSEC for the Fall and Winter seminars. Over 200 incumbent workers from businesses across the community were provided training by Steve Beck on Customer Service I and Customer Service II.
- A major resource to the Billings Job Service Workforce Center (BJSWC) staff for improving customer service and providing the employers' perspective on issues affecting the Center.
- JSEC is partnering with the BJSWC for a year long monthly brown bag series on the 12 Danger Zones for Supervisors. The presentations are held the last week of each month on Tuesday and Wednesday with 25 individuals participating in each session. These presentations were extremely popular from the beginning and the two sessions each month are filled almost immediately.

Serving Employers:

- By June of 2007, over 500 employers and community leaders will have attended the Steve Beck Customer Service training for incumbent workers and the Brown Bag Seminars on the 12 Danger Zones for Supervisors.
- Major sponsors and contributors to the Jobs Jamboree Job Fair for Yellowstone County.

Building Partnerships:

- JSEC members are active with Economic Development and Education in the community and encourage BJSWC to continue to development partnership in the Economic Development and Education Community both locally and region wide.
- Partnering with the South Central JobLINC, Big Sky Economic Development Authority, MSU-Billings, Billings Area Chamber of Commerce, SHRM and Associated Employers of Montana on Economic and Workforce Seminars and issues.

Serving the Community:

- Major sponsor and contributor to the Jobs Jamboree Career Fair for Yellowstone County
- Developed and funded the Billings JSEC's Career Center Post Secondary Scholarship Awards Program. This year two \$1,000.00 plus three \$500.00 scholarships will be given to Career Center students who are continuing their education. Partnered with Sage Technical to add additional full ride scholarship for truck driving training.

Activity Summary:

- # of Meetings: Summer Planning Session, 10 full JSEC meeting and 10 subcommittee meetings
- # of Seminars: 4 for Incumbent Workers, 10 Supervisors' training
- # of Job Fairs: Annual Job Jamboree with 85 businesses and over 550 job seekers, 3 industry/employer specific job fairs.
- # of other Activities: Job Service Tours, Scholarships Awarded, and JSEC Guest Host - A JSEC Business hosts the JSEC meeting and provides a tour and presentation on their business.

OUTSTANDING LOCAL JSEC COORDINATOR

An exemplary Local JSEC Coordinator actively supports and participates in assisting the local committee to achieve their stated goals.

Nominees – Nancy Axtel/Dexter Wester, Bozeman, Lonnie Cross, Glendive, Ryan Johnson, Billings, Mora McCarthy, Flathead

Recipient - Mora McCarthy, JSEC Coordinator, Flathead JSEC

The stated mission of the Flathead JSEC is "creating employment related and networking opportunities for the Valley employers." Mora McCarthy has made this her passion and mission

and has raised the capacity of many local businesses. She has demonstrated leadership, initiative and creativity in her role as advocate and JSEC coordinator for the past four years. The Brown Bag Series developed by Mora and supported by JSEC is completing its third year of monthly lunchtime educational and networking opportunities for local employers. Her goal was to provide cost effective and meaningful information sessions. Mora has a special talent for hearing the "question behind the question" when working with businesses. She spotted trends and aligned the Brown Bags to touch on topics of emerging interest. Those who know Mora will attest to her professionalism and marketing skills. Once she identified topics, she found knowledgeable and even nationally known speakers to spend an hour with our employers at no cost. Mora also realized the value of partnerships and engaged the Workforce Training Department at the local community college to co-sponsor the Brown Bags. The college builds on the Brown Bags by developing more in depth courses on the topics, so those who are interested can continue their learning beyond the Brown Bag. Evaluations are very positive and attendance has grown from a start up of 11 to an all time high of 80 at the last one! Mora insures that the presenters perceive value in the donation of their time. The April 2007 presenter on the topic of E-Commerce had this to say:

"Thanks for sponsoring the GREAT brown bag lunch today!! It is fun to feel the energy and excitement! I also enjoyed getting to know you a little better and share ideas! Just some feedback from today's brown bag...When I got back to the office, I already had two email responses from folks who attended the seminar!"

Mora has been instrumental in bringing quality talent to the spring and fall JSEC seminars. Her personal touch with employers and the fact that she is continually out in the community working with them and extending invitations to participate has helped make these JSEC events successful, with excellent financial return.

Mora's reach has extended to the other communities in our region in her expanded role as mentor to new JSEC coordinators, encouraging them to develop their educational offerings. She has organized "piggyback" seminars to bring in a great speaker to Libby, Polson and Kalispell, reducing costs and boosting the income for all three JSECs. Her participation in the Business Advocate CIC Committee has extended this reach statewide, and she is frequently consulted by her peers.

How is the state and community a better place because of what she has done? Mora furthers JSEC's mission by providing in depth and customized assistance one on one to businesses. Our JSEC goal to expand business capacity and Job Service's capacity to deliver meaningful service is epitomized in Mora's willingness to drill down with businesses and encourage alternatives which truly take them to a higher level. Consider the following employer comments, and you'll know why we consider Mora McCarthy the ideal choice for Outstanding Local JSEC Coordinator.

"We can't begin to tell you how wonderful the Flathead Job Service is. We had no idea the range of services available to us until we had the opportunity to meet with Mora McCarthy. Mora is fabulous; she mentored us on job applications, interview questions, and had many other great ideas and suggestions for us. We will be using her expertise and enthusiasm in the future. We are truly grateful, and we have nothing but great things to say about you". Sheila and Peter Stewart, Owners, Frugals

"Randy and I appreciate the excellent resource opportunities you provide at Flathead Workforce Center. Your company and your knowledge is a priceless resource to our company. Thank you for your support!"

Wanda Hinzman, Distinctive Countertops

And a parting comment from one of our more challenging customers: "Mora knows exactly how to talk to businesses!"

OUTSTANDING LOCAL JOB SERVICE WORKFORCE CENTER MANAGEMENT PERSON

The Local Job Service Workforce Center Management Person who is recognized for this award actively supports and participates in assisting the local committee to achieve their stated goals.

Nominees – Fred Frey, Missoula, Al Maurillo, Livingston, Ginger Sheperd, Billings

Recipient - Al Maurillo, Manager, Nominated by Livingston Job Service Staff

Al Maurillo is the manager of two very active Job Service Centers, each with its own very active JSEC committee. Al's dedication and devotion to JSEC drives him to keep each committee's members apprised of current state and federal legislation, policies, and changes. Al's expert knowledge of public and private sector needs is invaluable. His experience spans over the entire system to include JSEC, State mechanisms, partner agencies, all programs, SWIB, other state divisions, and business operations. He communicates that knowledge in practical terms that address how these policies might affect all businesses at the state and local level.

Al represents our department's core values and he expertly demonstrates them when addressing employer concerns at meetings. Al empowers his staff to move beyond the status quo and to challenge how and why we do business. This is apparent in the actions of our JSEC coordinators. The Bozeman and Livingston JSEC's while coordinating efforts operate separately from one another. Al understands the distinctive needs of both communities and encourages coordinators to employ unique formats and schedules that allow each JSEC to thrive. Al is also one of our area's biggest promoters of the One Stop System. He is a member of the Executive Committee for the Yellowstone Area System, and is actively involved with REO, R.E.A.D.I., Public Schools,

Adult Ed, Career Transitions, local offices of Public Assistance and others. Al has promoted not only Bozeman and Livingston, but he has also encompassed all of the surrounding communities into one large service area of the One Stop System.

Regarding JSEC goals, Al's philosophy of challenging the way we do business is clearly identifiable. He actively listens to the needs and concerns of our JSEC members. With these needs in mind, Al encourages staff members to develop innovative solutions. These breakthrough ideas are put into practice in the way we run our daily business. A prime example of this is evident in his "Bigger Yes" program. This program was developed to provide a heightened level of service to premier community employers. This enhanced level of service addresses the recruitment, retention, and policy concerns that our JSEC members have expressed as critical needs and provides real solutions. Services vary by employer and are focused on individual problematic areas. The Bigger Yes program is now achieving the JSEC goal of, "meeting employment needs of the community."

Al holds annual strategic planning sessions with his staff. In another effort to meet the concerns of our JSEC's and become more visible in the community, Al promotes aggressive marketing of our services to employers. A weekly radio show, articles in the "Business to Business" section, and our annual Job Fairs are just a few of the results of this effort. The Bozeman Job Service/JSEC just completed its second annual Job Fair with over 80 employers participating and an estimated 1,100 job seekers. Livingston's second annual Job Fair will be June 6, 2007. These fairs were implemented to address employee recruitment issues that have persisted in recent years for many of our local employers. Both events have been hugely successful in both communities.

In the past year, our JSEC's, with Al's participation and guidance, have either solely or in partner with other agencies, provided more than a dozen separate training events. The topics of these trainings include: basic employment law, identity theft, violence in the workplace, interviewing, retention, local services training, front line certification, and customer service. There are many more planned in the coming months.

Al continues to bring workforce partners together thus increasing the credibility and representation of Job Service and the local JSEC in our communities. His willingness to lead and participate inspires others to join him. His enthusiasm for community is infectious. As a result, many staff members are involved in various community projects. They regularly attend community functions and sit on local boards. For these reasons and many, many more than will fit on one sheet of paper we feel that Al Maurillo should be selected as Outstanding Local Job Service Workforce Center Management Person and respectfully submit this nomination.

JSEC "SPARK PLUG" AWARD

The recipient of this award demonstrates commitment to JSEC and whose involvement in local or state JSEC activities has been an outstanding example of leadership in action.

Nominee – Lynn Dee Schmidt, Billing's JSEC

Recipient - Lynn Dee Schmidt, Billing's JSEC

Participation + Authority and Responsibility = Results

Billings Job Service Employers' Committee Past Chair, Lynn Dee "Sparkie" Schmidt, is a wonderful example of "Leadership in Action." Lynn Dee is a person who "**Believes** that members should **Participate**," "**Understands** how to **Encourage Participation**," "**Allows others** to take **Authority and Responsibility**" and "**Knows Results will Follow**."

Over the last five years, "Sparkie" Schmidt in her role as participating member, Vice Chair, Chair, Past Chair and participating member has lead and encouraged by her example the Billings JSEC to winning the 2003-2004 and 2004-2005 Outstanding Local JSEC Committee. This year she has continued to bring outstanding participation, enthusiasm and sparkie-ness to her new role as a participating member of the BJSEC.

Lynn Dee brings an excitement and enthusiasm to all of her roles as a JSEC member. This "sparkie-ness" is never more evident than at each year's JSEC/Job Service Managers' Meeting. She and the Billings JSEC contingent are an active, participating and enthusiastic part of all the events at the JSEC/Job Service Managers' Meetings. She is also the MSEC's number one candidate for American Idol in the Karaoke Division as proven at the Glasgow meeting. She possesses a "Star Quality" that makes her sparkle and draws people to her.

Beginning with the Summer Planning Sessions in 2003 and 2004, Lynn Dee's leadership style became evident. She began the sessions with an open and friendly style that led all the members present to feel free to **participate** and offer ideas. Her style led to the setting of the major **goals** and ended with wonderful **results** for 2003 through 2005 and has been built on with the "*Continuing the Tradition of Excellence*" in 2006 and 2007 including:

- Active membership and participation
- Employer and Incumbent Worker Seminars
- Businesses and Job Seekers Participation at the 16th Annual Jobs Jamboree
- Five scholarships per year awarded to Career Center Seniors for a total of \$3,500.00.
(Lynn Dee has served on or chaired the scholarship selection committee for the past four years.)

With the goals established, Lynn Dee's style of an open and friendly meeting format, generated membership wide **participation** in the BJSEC's meetings in 2003 through 2005. The open and friendly meetings resulted in volunteers **delegating** the responsibilities to themselves for making the **goals** become **results**.

In 2005-2006-2007 Lynn Dee moved smoothly into her new roles as Past Chair and participating member of the Billings JSEC. She participated fully as a member of the committee. "Sparkie" Schmidt took a lead role in the 2005 Fall Economic and Workforce Seminar, was the chair for 2006 January's Employer Seminar, Discipline, Documentation and Discharge, Avoiding Claims and Law Suits and encouraged Incumbent Worker Training by Steve Beck in 2007. January, 2006's Employer Seminar had the largest attendance of any Billings JSEC Employer Seminar in history with a total of 147 business leaders from across the community participating. Lynn Dee also worked to redesign our JSEC Brochure in 2005 – 2006.

Participation + Authority and Responsibility = Results, "The Leadership and Participation Style of Lynn Dee Schmidt"

You know Lynn Dee is a special person from the minute you meet her. She simply sparkles and when she is involved in projects the sparks of wonderful results always fly. She is Lynn Dee "Sparkie" Schmidt, both in personality and results.